

Date: September 19, 2024
Subject: TrackKing® Telematics Multi-Factor Authentication
Location: e-Tech Library

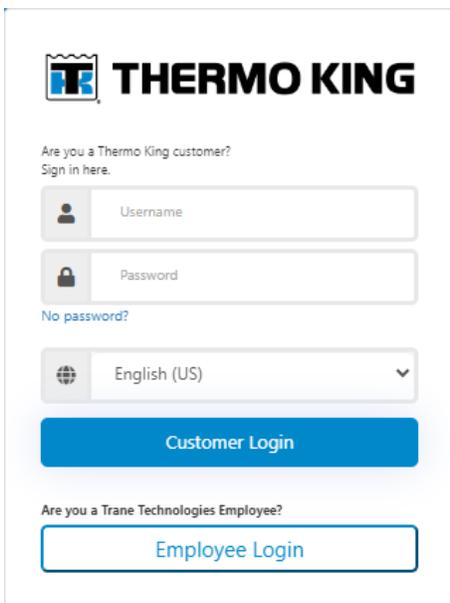
Units: TrackKing.com, TrackKing Pro

Description: Thermo King is committed to advanced cybersecurity measures to protect our partners, customers and the TrackKing Telematics portal. As part of our ongoing cybersecurity initiatives, we are implementing changes and ask for your support. We are implementing Multi-Factor Authentication September 23, 2024. Portal users will be required to provide additional authentication with a temporary one-time code sent to a separate device for a single login session.

Summary: Multi-Factor Authentication (MFA) is an account login process that requires users to enter more information than just a password. Users are required to provide two pieces of evidence to verify their identity before gaining access to their TrackKing account and application.

Procedure:

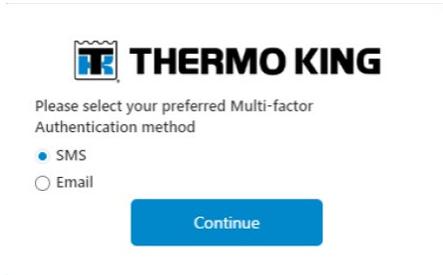
1. Enter your Username and Password and click Customer Login.



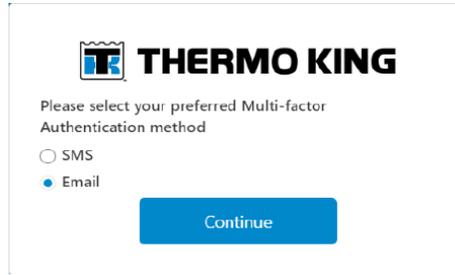
The screenshot shows the Thermo King login interface. At the top left is the Thermo King logo. Below it, the text reads "Are you a Thermo King customer? Sign in here." There are two input fields: "Username" with a person icon and "Password" with a lock icon. Below the password field is a link "No password?". A language dropdown menu is set to "English (US)". A blue "Customer Login" button is positioned below the dropdown. At the bottom, there is a link "Employee Login" with the text "Are you a Trane Technologies Employee?" above it.

2. Multi-Factor Authentication (MFA) will display. Choose either SMS (text) or Email for the system to send a verification code. Click Continue.

Note: This will only display if the user has provided a Mobile Phone Number in Account Settings > Password Settings; otherwise, an email address will be used as the default authentication method.

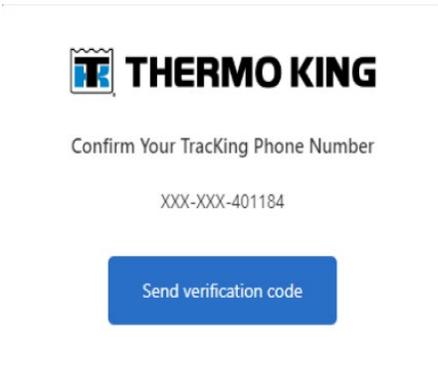


The screenshot shows the THERMO KING logo at the top. Below it, the text reads "Please select your preferred Multi-factor Authentication method". There are two radio button options: "SMS" (which is selected) and "Email". A blue "Continue" button is located at the bottom right.

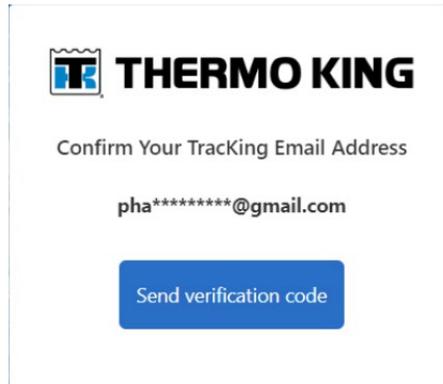


The screenshot shows the THERMO KING logo at the top. Below it, the text reads "Please select your preferred Multi-factor Authentication method". There are two radio button options: "SMS" and "Email" (which is selected). A blue "Continue" button is located at the bottom right.

3. After confirming the authentication channel, click Send verification code.

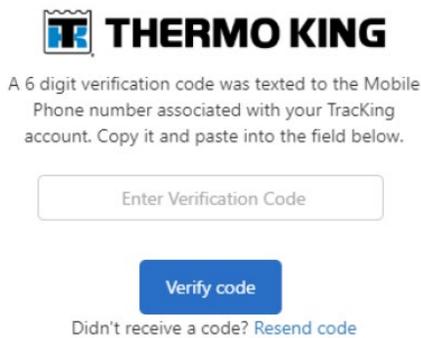


The screenshot shows the THERMO KING logo at the top. Below it, the text reads "Confirm Your TracKing Phone Number". The phone number "XXX-XXX-401184" is displayed. A blue "Send verification code" button is located at the bottom.

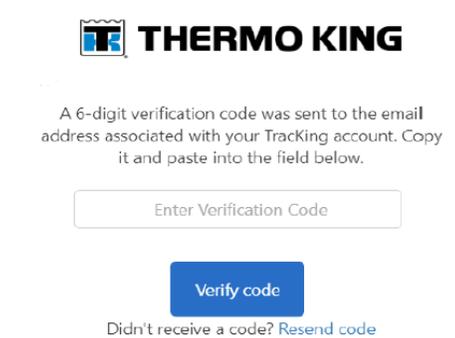


The screenshot shows the THERMO KING logo at the top. Below it, the text reads "Confirm Your TracKing Email Address". The email address "pha*****@gmail.com" is displayed. A blue "Send verification code" button is located at the bottom.

4. Enter the verification code and click on Verify code to login to the application.

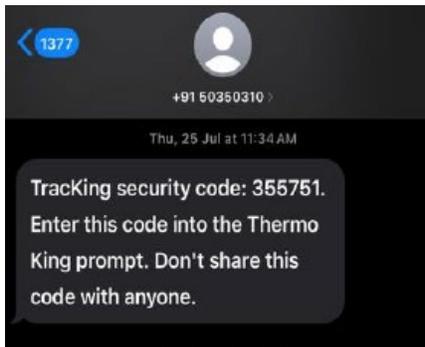


The screenshot shows the THERMO KING logo at the top. Below it, the text reads "A 6 digit verification code was texted to the Mobile Phone number associated with your TracKing account. Copy it and paste into the field below." There is a text input field with the placeholder "Enter Verification Code". Below the field is a blue "Verify code" button. At the bottom, there is a link: "Didn't receive a code? Resend code".



The screenshot shows the THERMO KING logo at the top. Below it, the text reads "A 6-digit verification code was sent to the email address associated with your TracKing account. Copy it and paste into the field below." There is a text input field with the placeholder "Enter Verification Code". Below the field is a blue "Verify code" button. At the bottom, there is a link: "Didn't receive a code? Resend code".

5. The verification code will be valid for 10 minutes.



TrackKing verification code: **408105**
Enter this code into the Thermo King prompt. Don't share this code with anyone.

6. Once verification is complete, the user will enter into the application and their MFA session will be valid for 48 hours. The user will not be asked for a secondary verification during their course of subsequent login.

Validation Constraints:

1. If a user enters an invalid username or invalid password, the screens below will display.

THERMO KING

Are you a Thermo King customer?
Sign in here.

If an account exists for this email, a multi-factor authentication code has been sent to your preferred authentication method. If you are a Trane Technologies Employee, use the Employee Login button.

mfaruk@gmail.com

No password?

English (US)

Customer Login

Are you a Trane Technologies Employee?

Employee Login

THERMO KING

Are you a Thermo King customer?
Sign in here.

Your password is incorrect.

mfarukyas@gmail.com

No password?

English (US)

Customer Login

Are you a Trane Technologies Employee?

Employee Login

2. If a user exceeds the maximum retry attempts with invalid credentials, the account will be locked. If a user enters the verification code after the 10-minute time limit, the user will be prompted to request a new verification code.



Are you a Thermo King customer?
Sign in here.

Your account is temporarily locked to prevent unauthorized use. Try again later.

No password?

Are you a Trane Technologies Employee?



Enter the 6 Digit Code

The verification session does not exist. Try start a new verification session.

Didn't receive a code? [Resend code](#)

- 3. If a user entered the wrong verification code or enters the wrong code a maximum of five attempts, the following screens will display.



Enter the 6 Digit Code

You have entered the wrong code.

Didn't receive a code? [Resend code](#)



You have exceeded the number of retries allowed.

Didn't receive a code? [Resend code](#)

- 4. A user is allowed to resend the verification code a maximum of five times. If exceeded, a warning message will display. The user needs to wait 10 minutes to start their new verification code generation.

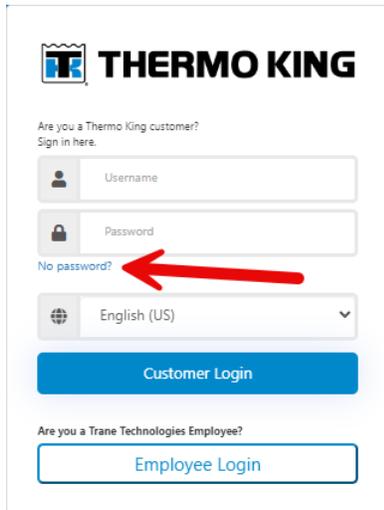


You have exceeded the number of code generation attempts allowed.

Didn't receive a code? [Resend code](#)

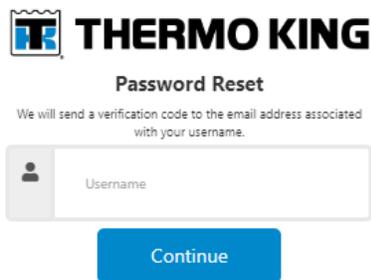
No Password:

1. Click No password.



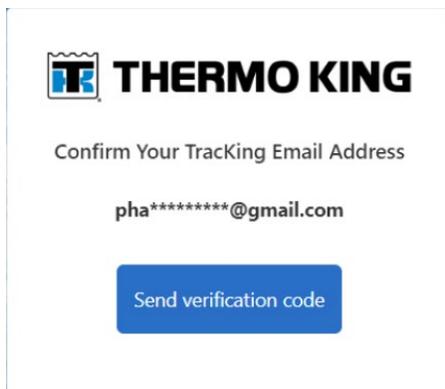
The image shows the Thermo King login page. At the top is the Thermo King logo. Below it, the text asks 'Are you a Thermo King customer? Sign in here.' There are two input fields: 'Username' and 'Password'. Below the password field is a link labeled 'No password?' with a red arrow pointing to it. Below this is a language selection dropdown menu currently set to 'English (US)'. At the bottom of the login section is a blue button labeled 'Customer Login'. Below that, it asks 'Are you a Trane Technologies Employee?' with a button labeled 'Employee Login'.

2. Provide account detail for authentication. Click Continue.



The image shows the Thermo King Password Reset page. At the top is the Thermo King logo. Below it is the heading 'Password Reset'. A message states: 'We will send a verification code to the email address associated with your username.' Below this is a single input field for 'Username'. At the bottom is a blue button labeled 'Continue'.

3. Click Send verification code for a One Time Password.



The image shows the Thermo King 'Confirm Your TrackKing Email Address' page. At the top is the Thermo King logo. Below it is the heading 'Confirm Your TrackKing Email Address'. The email address 'pha*****@gmail.com' is displayed. At the bottom is a blue button labeled 'Send verification code'.

4. Enter the verification code and click Verify code.



TrackKing verification code: **408105**
Enter this code into the Thermo King prompt. Don't share this code with anyone.



A 6-digit verification code was sent to the email address associated with your TrackKing account. Copy it and paste into the field below.

Didn't receive a code? [Resend code](#)

5. After successful verification, the user is allowed to set a New Password based on the listed criteria. Click Continue. New Password will be created.



Create a New Strong Password

Password must be at least 8 characters long and contain 3 or more of the following:

- *Uppercase letters
- *Lowercase letters
- *Numbers
- *Special characters which may be !@\$.-

6. If the provided New Password does not match the listed criteria, the following screen will display.



Create a New Strong Password

One or more fields are filled out incorrectly.
Please check your entries and try again.

Password must be at least 8 characters long and contain 3 or more of the following:

- *Uppercase letters
- *Lowercase letters
- *Numbers
- *Special characters which may be !@\$.-

7. If the New Password does not match with Confirm New Password, the following screen will display.

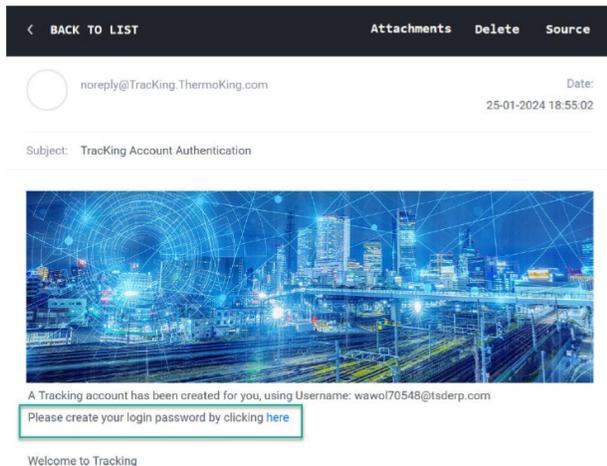


8. On successful password reset completion, the user will receive a confirmation email. Refer to Examples.

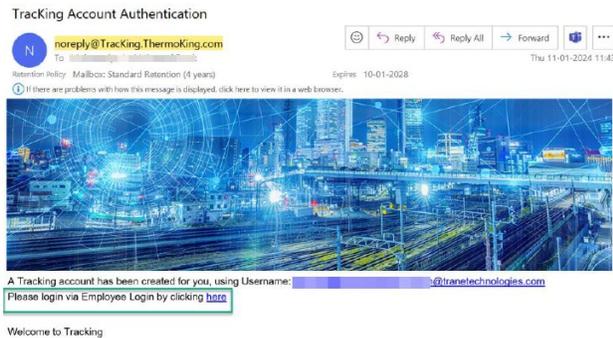
User Registration:

After successful user registration, a welcome email will be sent to the user to begin their application access.

1. For users that followed the Customer Login procedure, an email notification will be received.

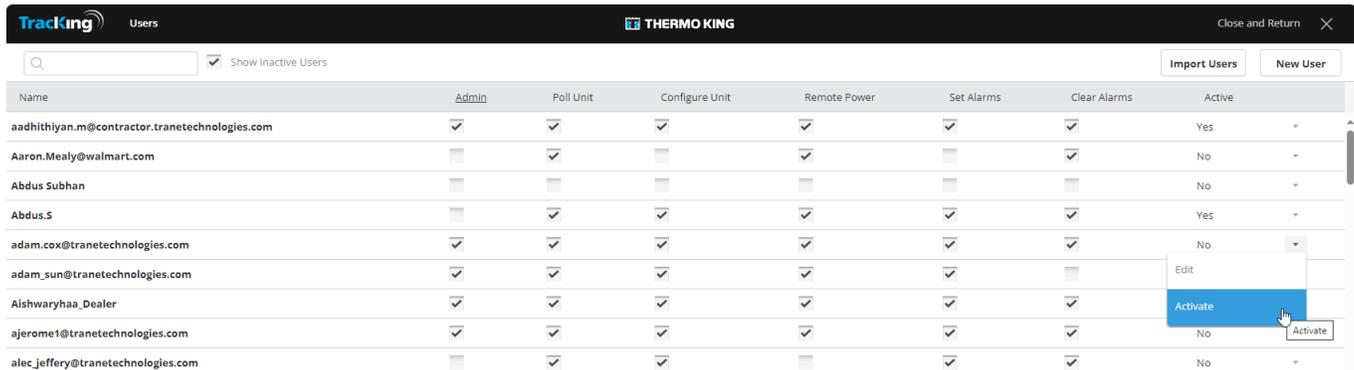


2. For users that followed the Employee Login procedure, an email notification will be received.



User Reactivation:

If an attempt is made to activate a user who is in an Inactive state and not migrated to B2C, the user will receive a welcome email and will need to create a new password.



Name	Admin	Poll Unit	Configure Unit	Remote Power	Set Alarms	Clear Alarms	Active
aadhithyan.m@contractor.tranetechnologies.com	<input checked="" type="checkbox"/>	Yes					
Aaron.Mealy@walmart.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No
Abdus Subhan	<input type="checkbox"/>	No					
Abdus.S	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Yes
adam.cox@tranetechnologies.com	<input checked="" type="checkbox"/>	No					
adam_sun@tranetechnologies.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No				
Aishwaryhaa_Dealer	<input checked="" type="checkbox"/>	No					
ajerome1@tranetechnologies.com	<input checked="" type="checkbox"/>	No					
alec_jeffery@tranetechnologies.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	No

TrackKing Account Authentication Inbox x



noreply@tracking.thermoking.com

to me



A Tracking account has been created for you, using Username: QATESTSTAGE

Please create your login password by clicking [here](#)

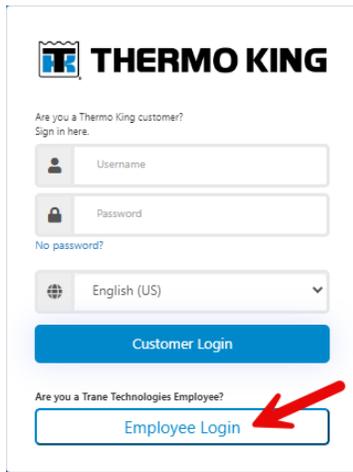
Welcome to Tracking



Employee Login:

1. If a user with TrackKing application access has an employee email address as their Username (i.e., JohnSmith@tranetechnologies.com), they can utilize the Single Sign On functionality by clicking Employee Login.

Note: If the user does not have an employee email address, access the TrackKing application using Customer Login.



THERMO KING

Are you a Thermo King customer?
Sign in here.

Username

Password

No password?

English (US)

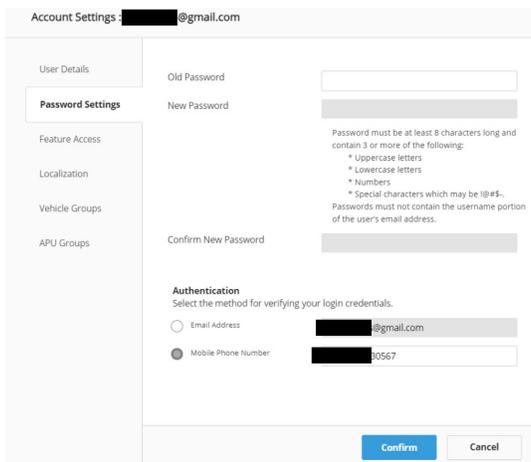
Customer Login

Are you a Trane Technologies Employee?

Employee Login

Multi-Factor Authentication (MFA) Preference:

In Account Settings > Password Settings, users have the option to update their Email Address or Mobile Phone Number for verifying login credentials.



Account Settings: [redacted]@gmail.com

User Details

Password Settings

Feature Access

Localization

Vehicle Groups

APU Groups

Old Password

New Password

Confirm New Password

Authentication

Select the method for verifying your login credentials.

Email Address [redacted]@gmail.com

Mobile Phone Number [redacted]0567

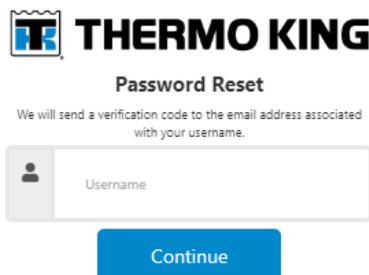
Confirm Cancel

Password Policy:

1. After MFA launch, the password expiration policy rotates every 180 days. The Password Expiration reminder banner will appear two weeks prior to the expiration.



2. Clicking the hyperlink in the banner will redirect the user to reset a password. Enter the Username and click Continue.



THERMO KING

Password Reset

We will send a verification code to the email address associated with your username.

Username

Continue

3. If a user failed to change a password within the expiration time, a new screen will display as shown below.



THERMO KING

Your password has expired, please change to a new password.

Old Password

New Password

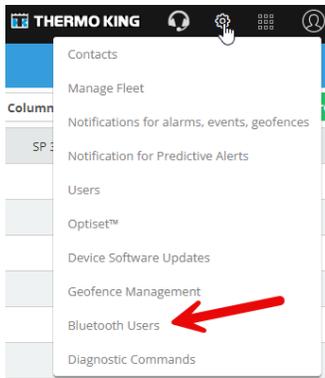
Confirm New Password

Continue

Bluetooth User:

After MFA launch, Bluetooth User creation will not be allowed in the TrackKing web application. However, existing users can utilize the TK Connect App after they reset a password.

Also, a User Administrator will be allowed to edit their Bluetooth Users for vehicle reassignment / reallocation.



Retiring TK Notify Only Users:

After MFA launch, the Notify-Only user option will be removed. Even existing users will no longer be able to access the TK Connect App. If desired, they should subscribe to TrackKing.

Bulk User Upload:

The customer's name entered on the sheet should be unique across all the account and should be matched.

Once the user was created, a welcome email will be sent to the respective email address for resetting a password.

The Username should be unique.

User Details Field Access:

The Username and Email Address fields shown below can still be edited by CSM / Dealer / Customer Admin / User.

Account Settings : pnsgr99@gmail.com

User Details

Customer: Caltrak Service Manager Placeholder

User Name: pnsgr99@gmail.com

Email Address: pnsgr99@gmail.com

Email Authenticated: Yes

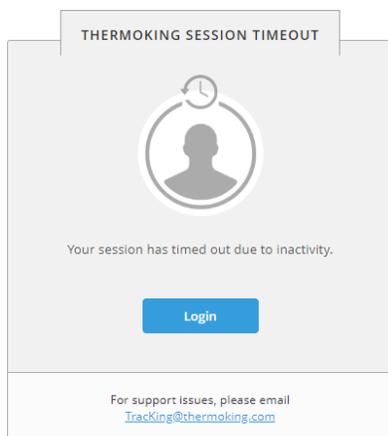
Active:

Authorized to receive Service Notifications by Email:

Confirm Cancel

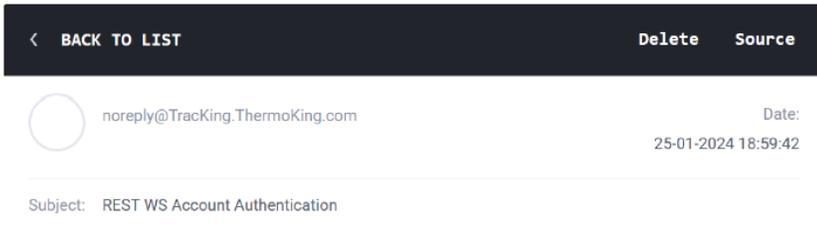
Existing User Login Experience Will Remain:

- TrackKing application login behavior will allow both Username types ([non-email and email address based).
- Existing users privileges / roles of in the TrackKing application will remain the same.
- Existing User can login with an existing password, but that password will be tied with a new expiration policy of 180 days commenced from MFA launch date (September 23, 2024).
- For multiple user accounts with the same email address in the TrackKing application, the user registration process will remain the same.
 - Different usernames using the same email address to access multiple customer accounts (e.g., same email address is used for fleet ownership and trailer leasing).
- Login session timeout: If a user is idle/inactive for 30 minutes, the current session will be terminated and the user redirected to a timeout.



Webservice REST User Password Reset:

Webservice REST is not part of MFA integration. The user welcome email and reset password procedure will remain the same.



Welcome to REST.tracking.thermoking.com

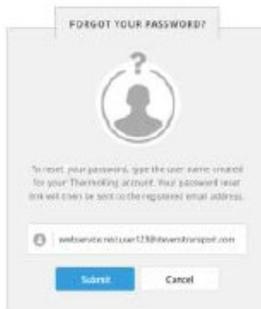
Thank you for signing up with REST.tracking.thermoking.com WS. Your account details are listed below:

Username: webservice.user6176@tsderp.com

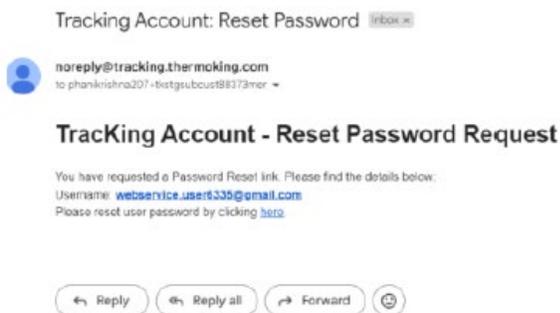
External Id: DBDD4433-614C-44D2-97D4-BDC1F4BCDFE7

There are just two more steps before you log in and start using REST.tracking.thermoking.com WS. Please authenticate your user account and create your password by clicking [here](#).

1. The REST user can reset a password using the link provided in the Welcome email or in Webservice REST guide document.
2. If clicking on the link in the email, the following screen will display prompting the user to enter a registered email.

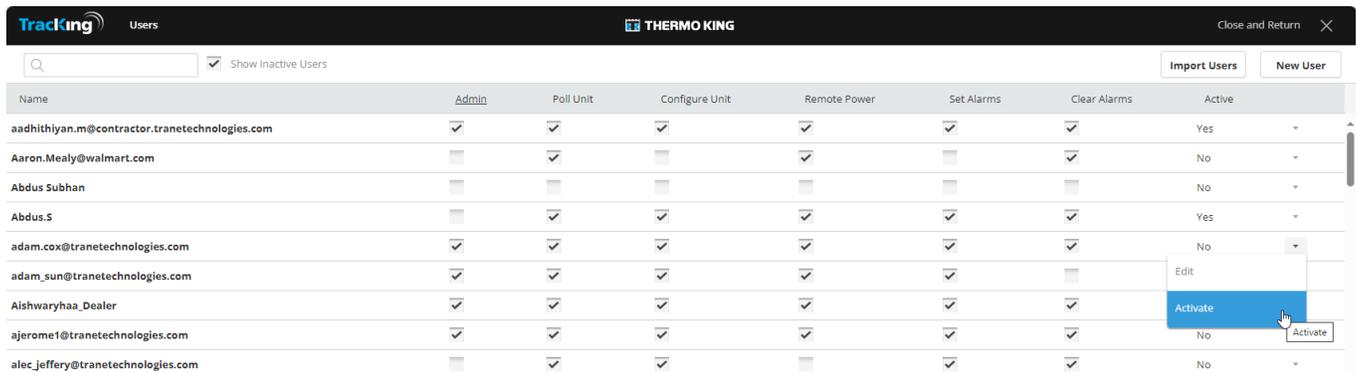


3. The user will receive an email with a password reset link to reset the password.



Activate User - Post MFA

If an attempt is made to activate a user who is in an Inactive state and not migrated to B2C (Business-to-Consumer), the user will receive a welcome email and will need to create a new password.



Name	Admin	Poll Unit	Configure Unit	Remote Power	Set Alarms	Clear Alarms	Active
aadhithyan.m@contractor.tranetechnologies.com	<input checked="" type="checkbox"/>	Yes					
Aaron.Mealy@walmart.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No
Abdus Subhan	<input type="checkbox"/>	No					
Abdus.S	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Yes
adam.cox@tranetechnologies.com	<input checked="" type="checkbox"/>	No					
adam_sun@tranetechnologies.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No				
Aishwaryhaa_Dealer	<input checked="" type="checkbox"/>	No					
ajerome1@tranetechnologies.com	<input checked="" type="checkbox"/>	No					
alec_jeffery@tranetechnologies.com	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	No

Examples:

- Welcome Email

Tracking Account Authentication Inbox x



noreply@tracking.thermoking.com

to me



A Tracking account has been created for you, using Username: QATESTSTAGE
Please create your login password by clicking [here](#)

Welcome to Tracking



- Verification Code Email

Tracking Account: Verification Code Inbox x



noreply@tracking.thermoking.com

to me



TrackKing verification code: **307913**
Enter this code into the Thermo King prompt. Don't share this code with anyone.

- Successful Password Change Email

Tracking Account: Password Changed Inbox x



noreply@tracking.thermoking.com
to me ▾



Your TrackKing account password has been changed. If you did not initiate this change, notify your TrackKing administrator.

↩ Reply ➦ Forward 😊

- Verification Code SMS

